

Den HOC - FHA Update 5/01/06

This page contains some general information to assist lenders when ordering and processing FHA cases on the FHA Connection.

FHA Connection

- One application coordinator is needed per mortgage company. The application coordinator can update or change their own access data. They also retrieve user IDs for standard users and grant them processing access. We strongly suggest that each lender have two coordinators so one can act as backup.
- Enter your password exactly as it was assigned, either upper and/or lower case letters. If you are not sure of your password, call the Denver Homeownership Center at 1-800-225-5342 and ask to have your password reset.
- **Ordering Case Numbers** (See Mortgagee Letter 05-27 for Social Security Number Validation)
 1. Validate addresses before ordering case numbers. Use "www.usps.gov" zip+4 or assessors office.
 2. Go to "Establish a New Case" in the Case Number Assignment screen.
 3. Do not request FHA case numbers twice with the same address. FHA case numbers are specific to the address.
 4. Use only the first 5 digits of the Zip Code. Zeros always go in the last 4 slots.
 5. If borrowers name is too long, enter the Last name, First name, Middle Name, Jr./III... and/or as much of the name as is possible. Example: Jones, Michael Ray Har
- **Failed Social Security Numbers**
 1. Check for data entry errors
 2. May need to get verification directly from Social Security by using a service provider with direct access to the Social Security Administration
- **Pending Social Security Verification**
 1. Loan cannot be insured until the Social Security Number(s) have cleared pending status.
- **Address**

Do not leave out House Number, Unit Number, Pre (Direction), Street Name, Type (Ave, St), and Post (NW, SE). This creates problems with duplicate FHA case numbers.

Example:

House Number	Unit	Pre	Street Name	Type	Post
9748	#55	S	Palmers	Ave	NW

(use pound sign for condominiums)

RR #3 Box 118 (for rural routes)

P. O. Boxes are not allowed

- **Holds Tracking**

1. When requesting a case number and you get an error message that states, "Request place on hold pending field office processing" or "Duplicate Address" wait 24 hours and go into Holds Tracking to retrieve your case number.
2. Enter your Lender ID Number, go to "By status of case" and select "All" and send.
3. To the right of the borrower/address you ordered is "Status". Check Holds Tracking every couple of hours and if "Complete Yes or No" case number is done. "Select one" and send to print out. Note: If Complete-No, Print out and go to Lenders Notes. The reason the case number was not issued will be noted. Many times it is a Case Number Transfer issue.
4. If you wait more than 5 days to retrieve your FHA case number, you must go to "Case Query" to get your FHA case number. Enter only the main borrowers Social Security Number and send.
5. You must go to "Update an Existing Case" to receive a print out. If you have an FHA to FHA refinance, you must also go to "Refinance Authorization" to get your netting separately.

- **REO Property**

You must always order a new FHA case number. Once you are in "Establish a new case number", under "Processing Type" click on the arrow and select "Real Estate Owned." This removes the Appraisal entry that is not required for REO Property. Enter the old FHA case number from the Sales Contract. If old FHA case number does not have ten (10) digits put an "X" for the 10th digit, and this will give you the missing number. If comment states "Old FHA case number does not exist," call HUD Processing and Underwriting for assistance.

- **Borrower/Address Change**

Use if you need to add a co-borrower, or correct borrower(s) name, social security number or make an address change.

- **Case Number Cancellations**

FHA case number cancellations are only done manually under certain circumstances. Some examples of exceptions are:

1. When UFMIP was paid on FHA case number and the loan did not close.
2. A case number for a HECM loan was ordered under the wrong system.
Fax a request to HUD Processing and Underwriting at 303-672-5210 to cancel an FHA case or to have the FHA case number reinstated.

- **Case Transfer**

1. The Lender can ADD or CHANGE Originator or Sponsor.
2. Transfer FHA case number to another Lender.
3. To find the telephone number of the Lender to request an FHA case number transfer, go to "Lender Approval" in FHA Connection, click on "Title II Functions" Institution Profile and type in first 5 digits of Originator or Sponsor Lender ID number. Then click on "View Home Office Details."

- **Insurance Application**

All data input for the Insurance Application must match the 92900-PUR/ WS (MCAW), and NOTE exactly. The Closing Date is the Settlement/Disbursement date on the HUD-1. Late fees are generated from these dates.

- **The complete FHA case number including the ADP code is required on the Note.**

Monthly payment figure (P&I) from the NOTE: Cents are required = 515.75. Assets available should be all funds, including gift funds.

- **Late Submission Letters** - See Mortgagee Letter 05-23
- **HUD 92900-A**

Pages 1 and 3 Originator, Sponsor, and ID numbers must be exactly what is input into the FHA Connection.

- **FHA TOTAL Scorecard**

1. HUD 92900-A page 3 must be signed by the Mortgagee Representative.
2. Also HUD 92900-PUR/WS must show ZFHA. The FHA Total Scorecard findings must be in the binder.

- **HUD-92800-5B Conditional Commitment**

Must show Appraised Value and be signed by the Underwriter and have the UW ID Number and date.

- **Appraiser Change**

Once the Appraisal Logging is complete, you can only change the appraiser when logging the Insurance Application.

Home Equity Conversion Mortgages

Effective on June 1, 1998, all lenders must enter data in Appraisal Logging and HECM Insurance Application Results before sending the case binder to HUD/FHA for endorsement. All HECM lenders must fill in paragraph 2 of the "Notice To Borrower" with the following responses for the information requested: 'Your local HUD office is located at': First Madison Service, 4111 S. Darlington, Suite 300, Tulsa, OK 74135 In

Paragraph 1 do not fill in the closing date. One copy of the "Notice To Borrower" is all that is required.

Important Phone Numbers

National Call Center: (800) 225-5342

FHA Servicing and Loss Mitigation: (888) 297-8685

Lender Approval & Recertification: (202) 708-3976

Mortgage Insurance Premiums: (202) 708-9906

(Including problems with remitting MIP, Late Fee Inquiry)

MIP Refunds: (800) 697-6967 & (888) 297-8685

HUD Public Use Forms & Handbooks: (800) 767-7468